

## TENANT INVOLVEMENT



As a tenant, you have a right to be involved in how your housing service is run. Every year we update our plan for how to encourage and support more tenants to have a say in the service we give you. We use your comments and feedback over the year to help us do this.

There are different ways for you to tell us what you think. We know that some people will want to have more of a say than others, whilst others may not want to say anything. You chose!

We have set ourselves some targets to make sure that we listen to a good cross-section of our tenants. We will monitor which tenants let us have their views in terms of their ethnic background, their age and their gender. We also aim to have 15 tenants' groups meeting regularly over the next year.

Our four tenant involvement promises to you for the next year are: -

- carry on giving you easy to understand information
- find new ways for you to tell us what you think about our service
- find new ways for you to get involved and to help us improve the way we do things
- help you to become more involved with us, in ways that suit your particular needs